

Quarterly Travel Coordinator Meeting



**DEPARTMENT OF GENERAL
SERVICES
STATEWIDE TRAVEL PROGRAM**

TUESDAY, APRIL 12, 2016

Agenda



- **Statewide Travel Program Introductions**
- **Statewide Travel Program Updates**
 - MM 14-03
 - Hotels
 - Managed Lodging Program
 - Transportation Network Companies (TNC)
 - Car Rental
 - Travel Agency/Concur
 - Airline
 - Payment System
- **Featured Presentation: Shauntae Morris and Shawn Campbell, American Express**
 - Electric Vehicle (EV) Accounts
 - CAR
 - TNC Cards
 - Corporate Meeting Cards (CMC)
- **Q&A**

Statewide Travel Program Introductions



- **Bill Amaral, Business Partnership & Travel Manager**
- **Tasha Wilson, Statewide Travel Program Manager**
- **Michele Slape, Statewide Travel Program Manager**
- **Kelly Bouchard, Travel Program Specialist**
- **Georgia Kattenhorn, Travel Program Specialist**
- **Katy LaFata, Travel Program Specialist**
- **Ceci Perez Dunn, Travel Program Specialist**
- **Jennifer Shaw, Travel Program Specialist**
- **Lori Wasson, Travel Program Specialist**
- **Mustafe Awaleh, Student Assistant**

Travel & MM 14-03 Updates



- MM 14-03 Completed
- Overall State Hotel of 65% **GREAT JOB !!**
- Site closures (SWABIZ & Enterprise.com)
 - SWABIZ sites will no longer be accessible after June 30, 2016
 - Most Enterprise sites already deactivated, but final deactivation by June 30, 2016
 - Reporting will be accessed through iBank Airline Activity Report
- Contact STP as soon as possible if you are using any automated reconciliation tools that use data from SWABIZ

KEEP UP THE GOOD WORK!



CA African American Museum	100%
CA Gambling Control Commission	100%
CA Student Aid Commission	80%
CA Volunteers	87%
CA Wildlife Conservation Board	100%
Department of Alcoholic Beverage Control	84%
Department of Business Oversight	80%
Department of Community Services and Development	100%
Department of Conservation	86%
Department of Corrections and Rehabilitation	81%
Department of Developmental Services - Sacramento	89%
Department of Developmental Services - Sonoma	100%
Department of Food and Agriculture	84%
Department of Housing and Community Development	91%
Department of Industrial Relations	82%

KEEP UP THE GOOD WORK! (CONT...)



Department of Motor Vehicles	94%
Department of State Hospitals - Atascadero	100%
Department of State Hospitals - Coalinga	88%
Department of State Hospitals - Metropolitan	86%
Department of State Hospitals - Salinas Valley	100%
Department of Technology	100%
Employment Development Department	84%
First 5 California	100%
Labor and Workforce Development Agency	100%
Office of Systems Integration	80%
Water Resources Control Board	82%

Hotel/Lodging Updates



○ Managed Lodging Program:

▪ Managed Lodging Committee

- Open to all agencies
- Interested parties please contact Katy: katy.lafata@dgs.ca.gov

○ Virtual Cards:

- Booking through Concur a requirement

Transportation Network Company Updates



- Direct Bill “Pilot”
 - Documenting Processes
 - Addressing Challenges
- Activity / Encourage Use
 - Service Availability
 - Using Lyft and Uber
- Questions or Comments?
 - Contact Georgia Kattenhorn or Michele Slape Directly

Car Rental Updates



- Car Rental
 - New Contract # 5159905
 - Effective dates 3/1/2016 to 2/28/2018



- Fraud
 - Remind travelers 2 forms of ID are required at the rental branch

Travel Agency/Concur Updates



- Southwest Airlines Bulletin from TravelStore

TravelStore Special Bulletin

Good morning ,

A gentle reminder that if your Southwest Airlines travel plans change within 24 hours of your scheduled flight departure time, resulting in you needing to cancel your flight AND you have already checked-in for your flight, please contact your TravelStore dedicated travel counselor who will ensure your booking is fully cancelled and your e-ticket status is updated accordingly.

Cancelling a Southwest reservation on Concur when you have checked-in for your flight will generate a cancellation message but will not cancel the reservation in Southwest's system and the ticket's value will be invalidated.

Travel Agency/Concur Updates



- Concur cannot cancel a Southwest flight if the traveler has already checked in
 - It appears that it is cancelled but it is only cancelled on Concur, not directly with Southwest
- If the traveler tries to do this, they will receive this error message:

A screenshot of a Concur web interface showing an error message. The Concur logo is at the top. The error message states: "This trip has air travel that has been ticketed. Southwest Airlines does not support ticket exchange if a boarding pass is active and it is less than 30 minute prior to departure of the flight. A travel agent may be able to refund all or part of this trip. Trip Record Locator : ABHRJJ". Below the message is a text input field labeled "Comments for the Travel Agent". At the bottom are two buttons: "Send this trip to a travel agent to cancel" and "Return to Travel Center".

CONCUR

This trip has air travel that has been ticketed.
Southwest Airlines does not support ticket exchange if a boarding pass is active and it is less than 30 minute prior to departure of the flight.
A travel agent may be able to refund all or part of this trip.
Trip Record Locator : ABHRJJ

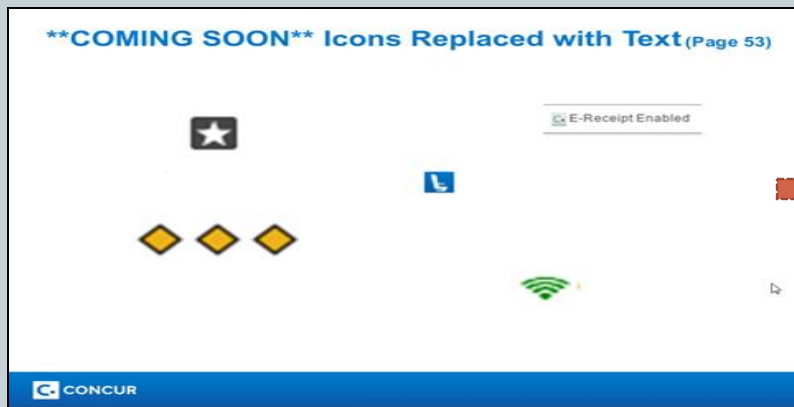
Comments for the Travel Agent

[Send this trip to a travel agent to cancel](#) [Return to Travel Center](#)

Travel Agency/Concur Updates

- Concur Customization Changes

- Diamonds and green lodging palm tree icons being replaced by



All 211 results	United	Southwest	Alaska Airlines	Delta	Multiple	Multiple	American Airlines
Nonstop 59 results	Preferred 2 results	Preferred 9 results	Preferred 6 results	Preferred 2 results	—	187.20 34 results	228.20 6 results
1 stop 131 results	277.70 18 results	—	282.70 13 results	—	118.00 2 results	265.70 74 results	306.70 24 results

- CalTravelStore Staffing

- Yvonne Crocoll retired
- New agent: Simon Guirguis

Upcoming Concur Trainings at the ZIG



- **April 19, 2016** ~ **9:00 a.m. - 10:30 a.m.**
- **May 17, 2016** ~ **9:00 a.m. - 10:30 a.m.**
- **June 21, 2016** ~ **2:00 p.m. - 3:30 p.m.**
- **July 19, 2016** ~ **9:00 a.m. - 10:30 a.m.**

**Location: Department of General Services
Auditorium (1st Floor)
707 3rd Street, West Sacramento 95605**

Airline Updates



- Airline Contracts
 - Current contract expires June 30, 2016
 - Rates after June 30, 2016 are not available in Concur or CalTravelStore at this time
 - Working with airline partners negotiating the extension
- Friendly reminder regarding airfare:
 - <http://www.dgs.ca.gov/travel/Programs/ConcurFAQ.aspx>
 - Cancellations/Changes information

Payment System Updates



- **American Express**

- Notify STP with updates to department Travel Coordinator information
- Program Administrator – Additions, Changes, Deletions
 - Forms (Online Statement Enrollment / Statement Deactivate)
 - Maintain Account Profile Naming Format
 - Department Name / Acronym
 - Account Type
- Government Cards
 - New BCA Numbers
 - Reporting
 - Requesting New Cards
- Contact # for Shawn Campbell (Amex) – 1-323-756-5484

BTA Online Statement Enrollment Form



CORPORATE SERVICES
EXPRESS NAVIGATOR SOLUTIONS

Business Travel Account Online Statement Enrollment

Please email completed form to: BTAOnlineStatement@EXPRESS.com

Company Name: _____ Today's Date: _____

Existing Basic Business Travel Account Number(s):

Please attach check of additional basic BTA number, if necessary. (Additional BTA numbers are not available)

Part I. Statement Set-Up

Online Statement Recipient Name: _____ Phone: _____
(One recipient per form)

Current Office Mailing Address:

City: _____ State: _____ Zip: _____

(If the office mailing address listed above is different than the address currently on file, please contact 1-800-800-9456 to update this information)

Registration for American Express® Work® BTA Online Statement only.

Is the Online Statement Recipient listed above currently enrolled in American Express® Work?

Yes. Please provide ☐ Work Year ID: _____

No. Please complete the following:

NOTE: You do not need to complete the following if the Online Statement Recipient is already enrolled in American Express® Work.

Company E-mail Address of Online Statement Recipient (no quotes): _____
Verification PIN: _____ Verification Word (6-20 characters,
(4 numbers only) can be sensitive, no spaces or special characters) - _____

Part II. Travel Agency Information

Please select your Travel Agency(ies) used to book Business Travel:

☐ Other: CALTRAVELSTORE (State of California - Statewide Travel Program)

AGREEMENT: Company requests that American Express discontinue delivering paper statements and authorize the receipt of online statements (the "BTA Online Statement") related to the Business Travel Account(s) listed on this Enrollment Form. By checking below, the Company understands and agrees that it shall no longer receive paper statements for such accounts effective on the date of receipt and acceptance of this Enrollment Form by American Express. American Express agrees to notify Company in the event that this Enrollment Form is declined for any reason. American Express is not liable for any damages arising from the inadequacy of any BTA Online Statement based on the information provided in this Enrollment Form.

By checking below, I agree and warrant that I am authorized to complete this Enrollment Form on behalf of the Company. By signing below, I indicate my acceptance of the Agreement.

Online Statement Recipient Signature: _____

If you are an additional statement recipient, the main Program Administrator assigned to your department account must sign this enrollment form (below) to validate your BTA online statement enrollment.

Program Administrator Signature (if applicable): _____

BTA Statement Deactivate Form



CORPORATE SERVICES
EXPENSE MANAGEMENT SOLUTIONS

Business Travel Account Online Statement Deactivate

Please fax completed form to: 622-444-3159 or Email: BTAOnlineStatements@corp.com

Part I: BTA Information

Company Name:

Today's Date:

Existing Business Travel Account Number(s):

Please attach statement of additional BTA numbers. *For example:*

BTA Account # (Attach separate page for additional.)	Current Statement Recipient Name
BTA1	

Part II: Statement Recipient Information

Statement Recipient Name:

State:

Phone #:

Office Mailing Address:

Zip:

City:

Please provide @ Work User ID:

E-mail Address:

Part III: Reason for Cancellation

Reason Code:

A - Online Statements did not contain information necessary for company reconciliation.

B - Dissatisfied with Online Statement accuracy.

C - Other (please provide
explanation)

Rev 2008
07/24/2014

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ADP Internal

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Featured Presentation



- **Shauntae Morris, American Express**
- **Shawn Campbell, American Express**
 - ❑ **Electric Vehicle (EV) Accounts**
 - ❑ **Corporate Account Reconciliation (CAR) Tool**
 - ❑ **Transportation Network Cards (TNC)**
 - ❑ **Corporate Meeting Cards (CMC)**





Department of General Services Coordinators Meeting Tuesday, April 12, 2016

Today's Agenda

1. Electric Vehicles Program
2. Reconciliation – Corporate Account Reconciliation Tool
3. Coming Soon – Uber Business & Lyft Implementation
4. Corporate Meeting Cards

Electric Vehicle Overview

On April 25, 2012, Governor Brown issued [EO B-18-12](#), ordering *"State agencies to identify and pursue opportunities to provide electric vehicle charging stations, and accommodate future charging infrastructure demand, at employee parking facilities in new and existing buildings."* http://www.documents.dgs.ca.gov/osp/sam/mmemos/MM13_04.pdf

"State agencies can take advantage of the American Express direct billing process to utilize Chargepoint stations for fueling their "Electric Vehicles".



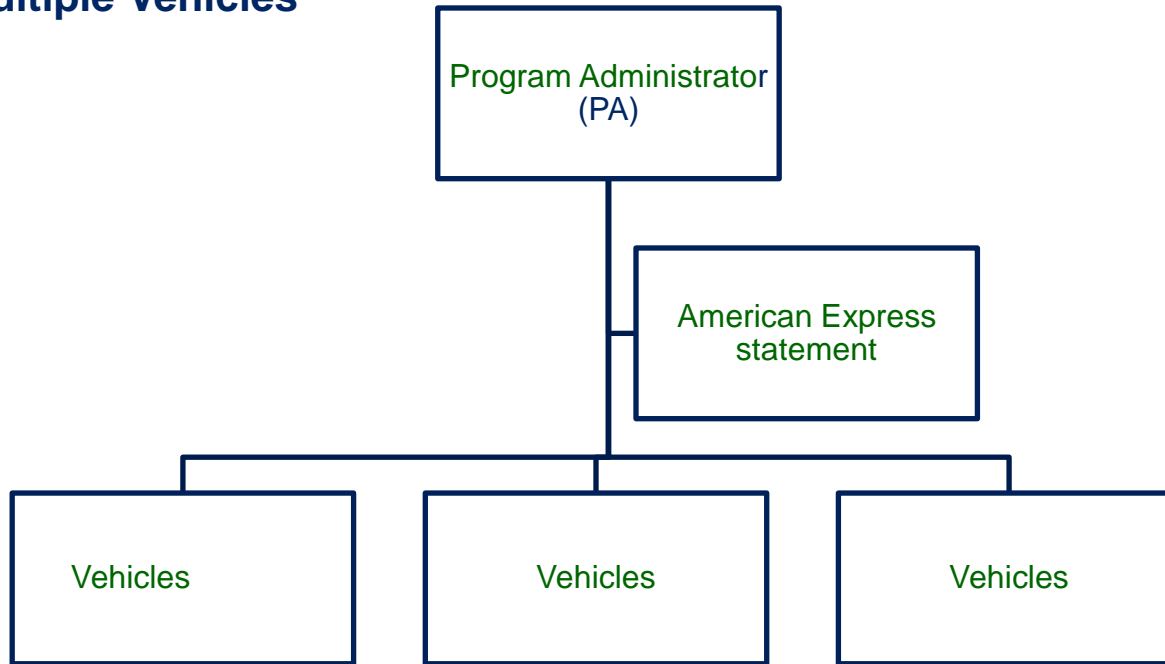
American Express Account Set-up

1. Identify a primary Program Administrator (PA) who will facilitate the Electric Vehicle (EV) program.
2. Send an email to: Shawn.T.Campbell@aexp.com, copy Lori.Wasson@dgs.ca.gov and shauntae.m.morris@aexp.com with the following information:
 - Email subject line: Request for new EV Account
 - Name of State Agency
 - PA contact information i.e. email address, phone, business address
 - Information to setup American Express @Work access (provide four digit pin number and a verification word)
3. AMEX will provide a new Basic Control Number (BCA) within 7 days

Electric Vehicles Setup – Option #1



Single Card/ Multiple Vehicles



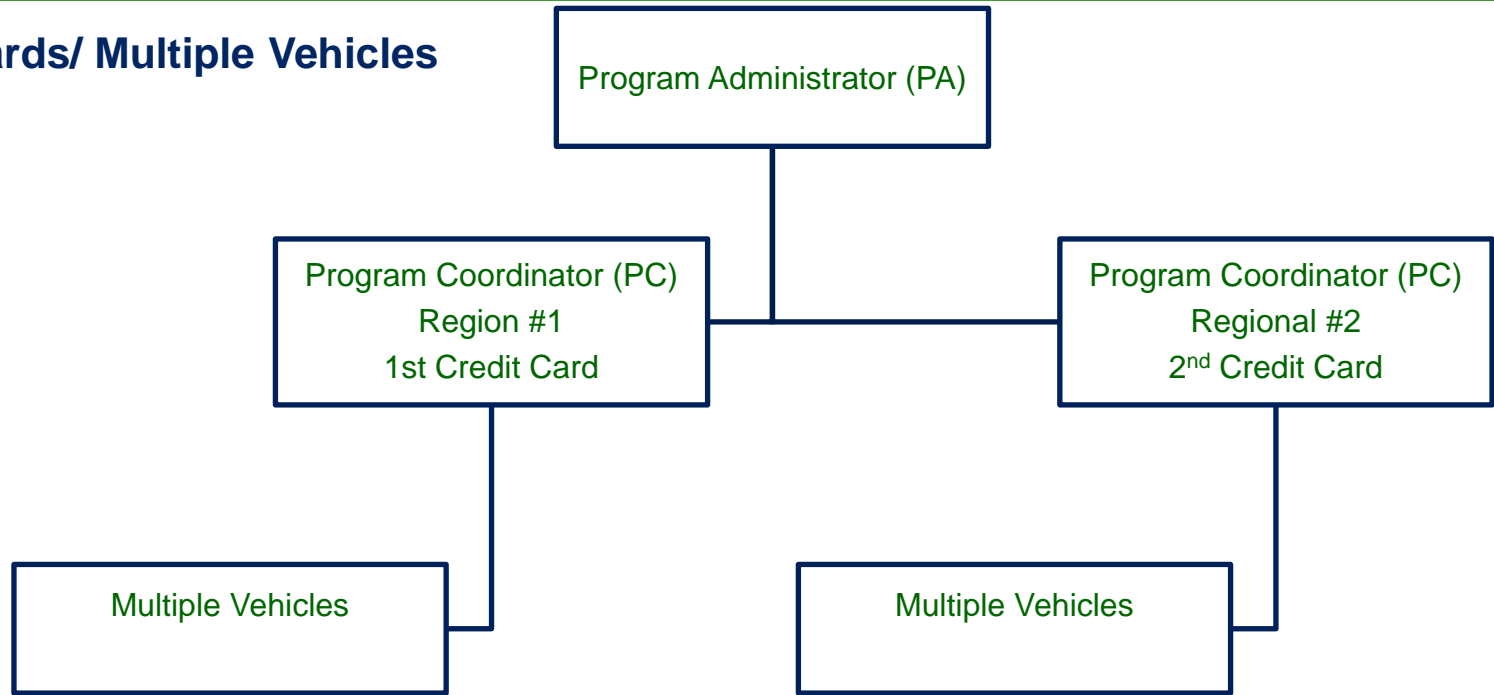
1. PA will simultaneously request a new American Express card and Chargepoint card(s)
2. PA will setup a new American Express online account for billing statement
3. PA will setup new Chargepoint account and enter American Express card information for each vehicle

PA will need a Chargepoint card for each vehicle. Register vehicles and enter American Express credit cards information by accessing <https://na.chargepoint.com/register>

Electric Vehicles Setup - Option #2



Multiple Cards/ Multiple Vehicles



1. PA will simultaneously request a new American Express card and Chargepoint card(s)
2. PA will setup a new American Express online account for billing statement
3. PA will provide Chargepoint log-in information and provide access PC access to their American Express account information
4. PC will retrieve Chargepoint report to reconcile American Express card billing statement

Monthly Reconciliation Process

Chargepoint Statement

Account Statement

Statement Period: 01-Sep-2015 to 30-Sep-2015

Account No: DNACLB554A37411A980
 Name: Sabrina Palmer
 Address: 744 P Street
 MS 8-4-192
 Sacramento, California 95814
 United States



Chargepoint, Inc.
 254 East Hacienda Avenue | Campbell, CA
 95008 USA
 chargepoint.com

Customer Support:
 1-888-758-4389
 Chargepoint, Inc.

Total Charging Duration: 05:23:55 (HH:MM:SS)
 Usage Charges: \$6.21

ChargePoint Account Activity

	(-)	(+)
Account Balance on Sep 1, 2015		\$0.26
Session Fees	\$8.21	
Reservation Fees	\$0.00	
Currency Conversion Fees	\$0.00	
Credits		\$0.00
Net Deposits and Replenishments		\$28.14
Account balance rollover to Oct, 2015		\$22.19

Credits

No records exist

Net Deposits and Replenishments

Transaction Date	Amount Deducted	Amount Added	Transaction Type
2015-09-23 08:44:28 (Pacific Time)		\$28.14	Initial Deposit

Deposits and Replenishments

Transaction Date	Amount Charged	Transaction Type
2015-09-23 08:44:28 (Pacific Time)	\$28.14	Initial Deposit

ChargePoint Card Purchases

No records exist

Session Fees

Card 478310748	Total Sessions 2	Gross Fees \$6.21	Total Charging Duration 05:23:55 (HH:MM:SS)			
Transaction Date (Pacific Time)	Session End Date	Station Name	Station Address	Duration (HH:MM:SS)	Session Fees (\$)	Port#
2015-09-30 11:32:22	2015-09-30 11:30:59 (PDT)	DGS MAIN / LOT 55 STATION3	800 Q St, Sacramento, California, 95811, United States	02:26:46	\$2.81	1
2015-09-02 11:18:27	2015-09-02 11:16:18 (PDT)	DGS MAIN / LOT 55 STATION2	800 Q St, Sacramento, California, 95811, United States	02:57:09	\$3.40	1

Credit Card Activity

Deposits and Replenishments	\$28.14
ChargePoint Card Purchases	\$0.00
Net Billed to Credit Card	\$28.14

Your account is automatically replenished when the balance drops below \$10.00

American Express Statement



Prepared For
 SABRINA PALMER/CDEP
 STATE OF CALIFORNIA

Account Number
 XXXX-XXXXX6-81007

Closing Date
 09/25/15

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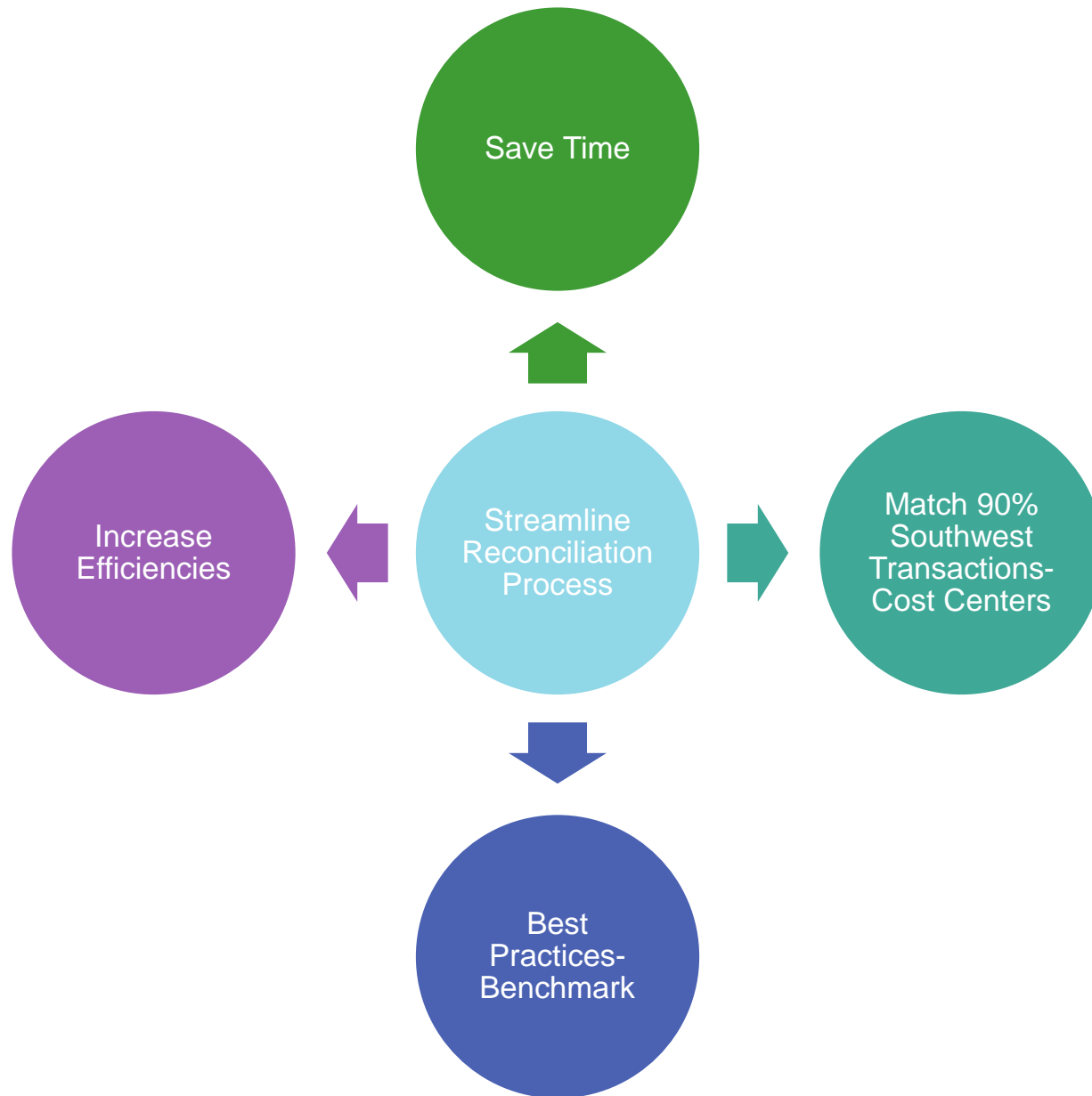
Activity Continued

Card Number XXXX-XXXXX6-81015	Reference Code	Amount \$
09/24/15 CHARGEPOINT, INC 001 CAMPBELL CA REF# 4834264742 888-758-4389 09/24/15 ELECTRONICS SLS/SVC ROC NUMBER 4834264742	48342647420	28.14

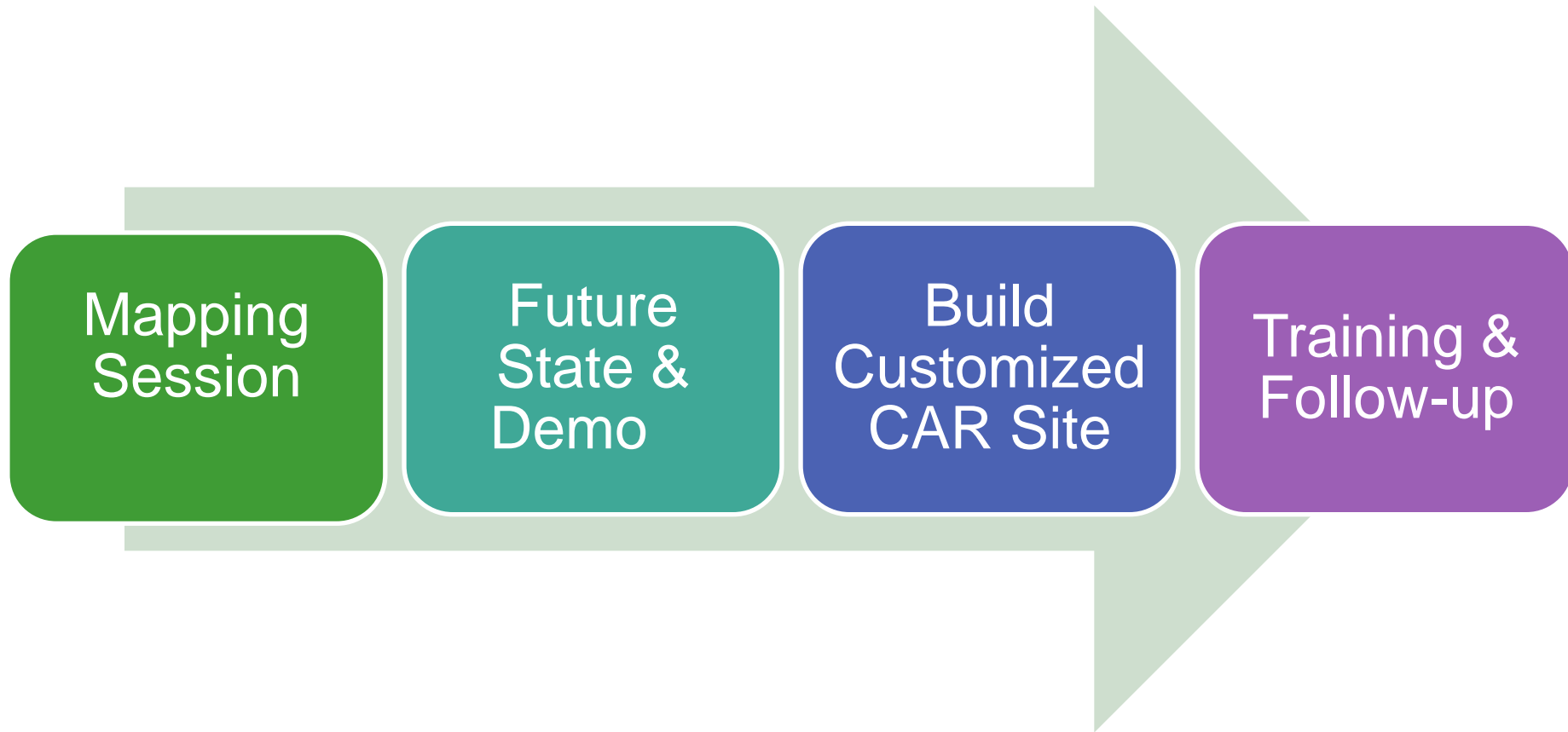
Total for SABRINA PALMER	New Charges/Other Debits Payments/Other Credits	28.14 0.00
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1. Log onto Chargepoint site and print statement
<https://na.chargepoint.com/home>
2. Log onto American Express @work and print billing statement
3. Match the two statements amounts and schedule payment for SCO processing

Corporate Account Reconciliation (CAR)



Corporate Account Reconciliation (CAR)







Statewide Travel Program

CALIFORNIA DEPARTMENT OF GENERAL SERVICES

**AMERICAN
EXPRESS**



Statewide Travel Meeting Planners Account MM 08-08

Meeting Planners Account (MPA/BTA) (old process)

- **State Departments were issued a MPA/BTA account for meetings and conferences:MM 08-08**
 - MPA/BTA requires a manual process to open the account and allow the charges identified as “retail, shop, or mail order.
 - This manual process requires you to contact American Express 48 – 72hrs prior an event to open the account.
 - The merchant/vendor submits the charge for approval, but many times will experience service disruptions due to the merchant code i.e. retail, shop, mail order
 - American Express will need to contact the merchant and work directly with merchant/vendor to get the charge approved.
 - American Express Risk Team recently imposed restrictions on the MPA/BTA to avoid fraud related to retail, shop, mail order transactions.
 - This issue is being elevated for 30 days to allow State Departments to implement new Department Meeting Cards.
- **State Departments will be issued new Corporate Meeting Cards:**
 - MPA/BTA are being replaced with new Corporate Meeting Cards.
 - Corporate Meeting cards is an actual plastic card issued to State Department’s for meetings, conferences and trainings.
 - Corporate Meeting card will no longer require you to contact American Express to approve charges.

How to request a Corporate Meeting Card (CMC)

- Each State Department will need to complete a new Corporate Meeting Card application that must be signed by the Program Coordinator/Meeting Planner or Meeting Planner.
- The CMC application must be completed entirely with the following
 - Department or PA name, address, phone, email, dept FEIN#, employee signature,
 - PA / Manager signature
- All CMC applications must be scanned/emailed directly to: Shawn.T.Campbell@aexp.com for processing.
 - New CMC setups estimated processing time: 10 – 14 days
 - Existing CMC estimated processing time: 5 – 7 days
- Billing statements can be accessed via American.Express.com online card enrollment

_Note: Corporate Meeting Cards are fraud protected if the card is issued in the name of the Program Coordinator/Meeting Planner and not the State Department/Agency name.

Corporate Meeting Billing Statements

The American Express Corporate Meeting Card (CMC) statement can be obtained by enrolling the CMC online: www.americanexpress.com/myca

- New users must create a new account from the American Express.com home page
- To ADD your new CMC account - go to the top of the page under the “**My cards**” tab
- Existing users must ADD new CMC to their existing profile under the “**My cards**” tab
- Setup statement alerts under “**Account Services**” tab by email or text
- Access account 24/7
- Access statements, view charges, request disputes online
- CMC statements are a separate statement from the Business Travel Accounts (BTA)

Note: If you do not enroll your Corporate Meeting Card online, you will automatically receive paper statements via mail 5–10 days after your statement billing cycle .

Administering a Corporate Meeting Card (CMC)

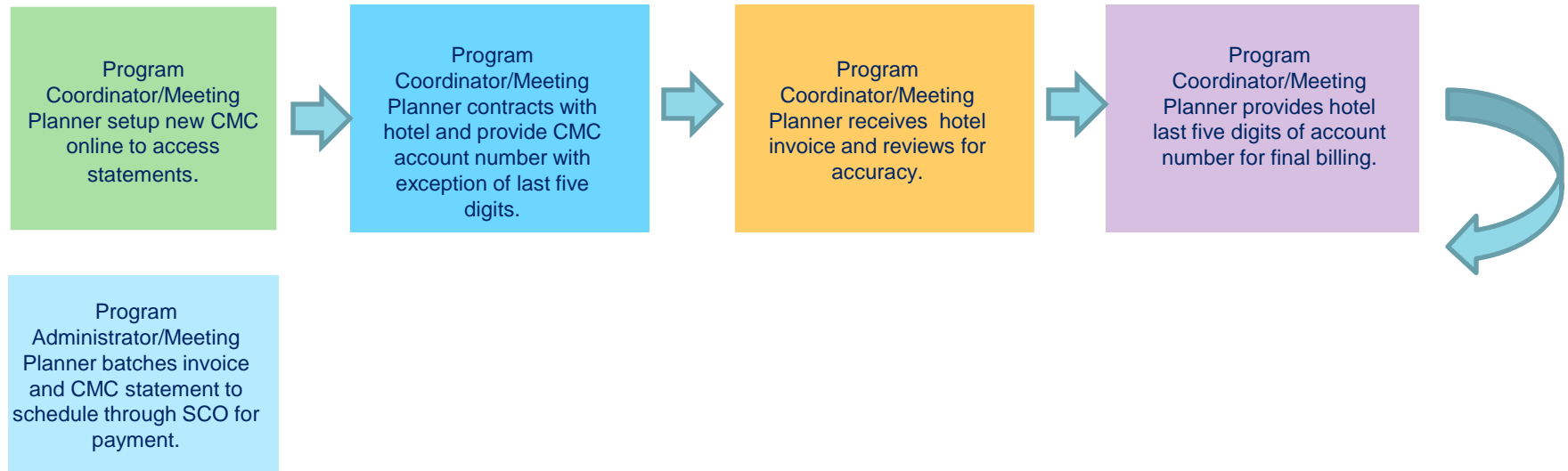
- **NAMING CONVENTION ON MEETING CARDS:**
- Program Coordinator/Meeting Planner name versus Department name:
- Having a Program Coordinator/Meeting Planner name on a meeting card **will not** impact your personal credit. If you are using your name on the card (*highly recommended*), the SSN# should be replaced with your department's FEIN#. You are not required to use your personal SSN# on the meeting card application.
- **FRAUD PROTECTION:**
- **Does the Corporate Meeting Card have fraud protection?** Only if the Meeting Card is in the name of the Program Coordinator/Meeting Planner. The Meeting Card **does not** have fraud protection if the card is in any other name i.e., Department, Agency or vendor names. Corporate Meeting Cards should be kept in a safe place to avoid fraud or abuse.
- The Corporate Meeting Card number should only be given to authorized personnel managing meetings, conferences or training related expenses on behalf of the Department or Agency. All supporting documentation must be provided to the meeting cardholder to schedule payments to the State Controller's Office.

Managing Corporate Meeting Cards

- State Departments identify Program Coordinator/Meeting Planner to setup new CMC online to access statements.
- Program Coordinator/Meeting Planners negotiate meeting/event/training with hotel partner and include the CMC account number (without the last five digits) in the contract. (*This should be communicated to the hotel when negotiating the contract*)
- Program Coordinator/Meeting Planner reviews hotel invoice for accuracy.
- Program Coordinator/Meeting Planner contacts hotel and provides last five digits of account number for final approval.
- Program Coordinator/Meeting Planner downloads billing statement from American Express/Manage My Card Account and batches with hotel invoice for payment to SCO.

Note: Hotel may require entire account number when contracting meetings or conferences. Program Coordinator/Meeting Planner should set expectation that payment will not be approved until invoice has been reviewed for accuracy.

Corporate Meeting Card Process flow



Note: Hotel may require entire account number when contracting meetings or conferences. Program Coordinator/Meeting Planner should set expectation that payment will not be approved until invoice has been reviewed for accuracy.

Contacts

Department of General Services

Tasha Wilson, (STP Manager) – *Manages the Statewide Travel Program (STP) and STP Staff.*

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(916) 376-3976

Lori Wasson, (STP Analyst) – *Coordinates the onboarding for state agencies to implement TNC Program.*

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(916) 376-3992

Cecilia Perez-Dunn, (STP Analyst) – *Coordinates the onboarding for state agencies to implement TNC Program.*

ceclia.perezdunn@dgs.ca.gov

(916) 376-3975

American Express

Shauntae Morris, (Account Manager) – *Manages the State of CA Corporate Card Program.*

shauntae.m.morris@aexp.com

(925) 719-6450

Shawn Campbell, (Account Specialist) – *New American Express Meeting Card setups*

shawn.t.campbell@aexp.com

(323) 756-5484

American Express Help Desk – (888) 433-5169 – Service related issues, i.e., statement copies, disputes, etc.

STP Contact Information



Mailbox: StatewideTravelProgram@dgs.ca.gov

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Next Meeting



Travel Coordinator Quarterly Meeting

July 13, 2016

9:00 AM – 11:00 AM

Ziggurat Auditorium



Thank You Travel Coordinators!



- ❑ What would you like to see discussed/presented at future travel coordinator meetings?
 - ❑ Please email us at StatewideTravelProgram@dgs.ca.gov
- ❑ Travel Coordinator Survey
- ❑ Visit our website at www.dgs.ca.gov/travel for more info or www.caltravelstore.com

Round Table/Open Forum



- **Share your best practices-What works in your department?**
 - **Communicating with Travelers**
 - **Making Timely Amex Payments**
 - **Increasing bookings on Concur**

Questions



- QUESTIONS?

Thank You!